



24 March 2026

Welcome to the Smarter Information, Smarter Journeys (SISJ) Newsletter

At the heart of the SISJ Programme is the customer – the goal is to ensure customers receive better customer information, consistently across the network and we are progressing in the right direction to achieve this goal. This is being recognised across the industry and outside as we have some award winning news!



At the recent Spotlight Rail Awards, the SISJ programme team won the category 'Best use of Technology - Passenger Impact' for their Engineering Sales Suppression (ESS) project. Well done to all and thanks go to Alchemmy, SilverRail and train operators for their support during project development. The ESS project helps give customers greater certainty and confidence when planning their journeys by improving how the industry manages information around trains that will not run due to all-line engineering works and preventing ticket sales for these services through retailers.

At the Spotlight Awards the SISJ programme also made it into the finals for 'Acting as one team' and the Visual Disruption Maps project was shortlisted for the 'Delivering for the Customer'.

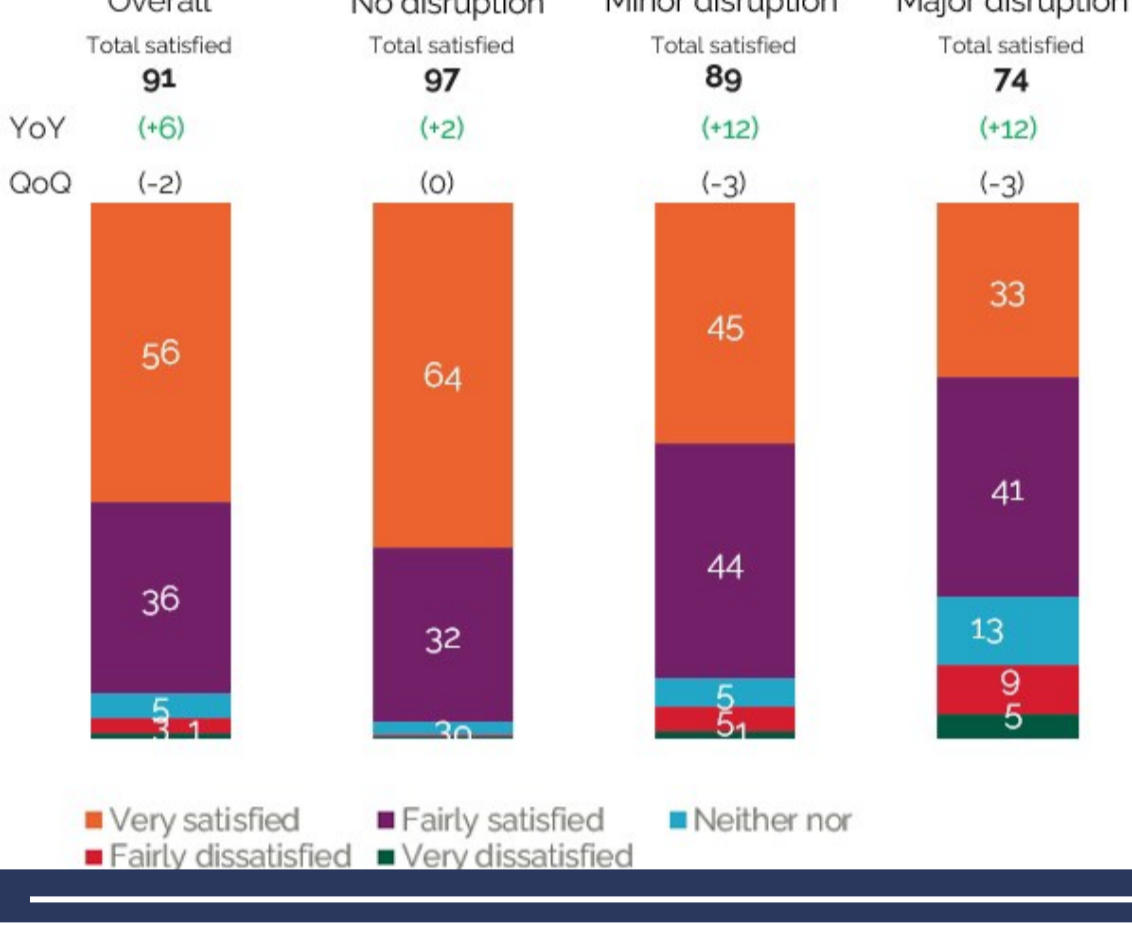
What's more, Visual Disruption Maps also received recognition outside of rail too, as the project was a finalist at the UK Customer Satisfaction Awards (managed by the Institute of Customer Service) in the category 'Customer Satisfaction Innovation.'

Some fantastic achievements!

It is also great to see that the team's efforts are aligning well with customer needs. This is evidenced in the InfoTracker results recorded at the end of the last calendar. In 2025 customer satisfaction with information increased by 4% points versus the previous year. Other results also indicated that:

- **97% of customers** are satisfied with the information they receive when their service runs normally (non-disrupted)
- **74% of customers** are satisfied with the information they receive during major disruption, an increase of 12% point versus last year
- There has been **15% points improvement** in satisfaction with information during disruption since SISJ launched in 2020

Overall satisfaction with information provision by disruption (%)



Below are some of the SISJ projects that we hope will continue to increase customer satisfaction further:



Extended Booking Horizon

The Extended Booking Horizon project, when completed, will enable customers to book train tickets up to six months in advance. This enhancement will bring the industry better in-line with other industries such as airlines and coach companies, as well as delivering additional revenue to the industry. The project is also delivering improvements to the way customers can amend their journey when their original service is cancelled or changed. These improvements include self-service and automatic rebooking. Customers will have a far greater choice of alternatives to choose from than they do today.

To date the solution has been approved, and commercial policies agreed across the industry. The contracting process with suppliers has begun and the team are now starting to deliver improvements that are within scope.

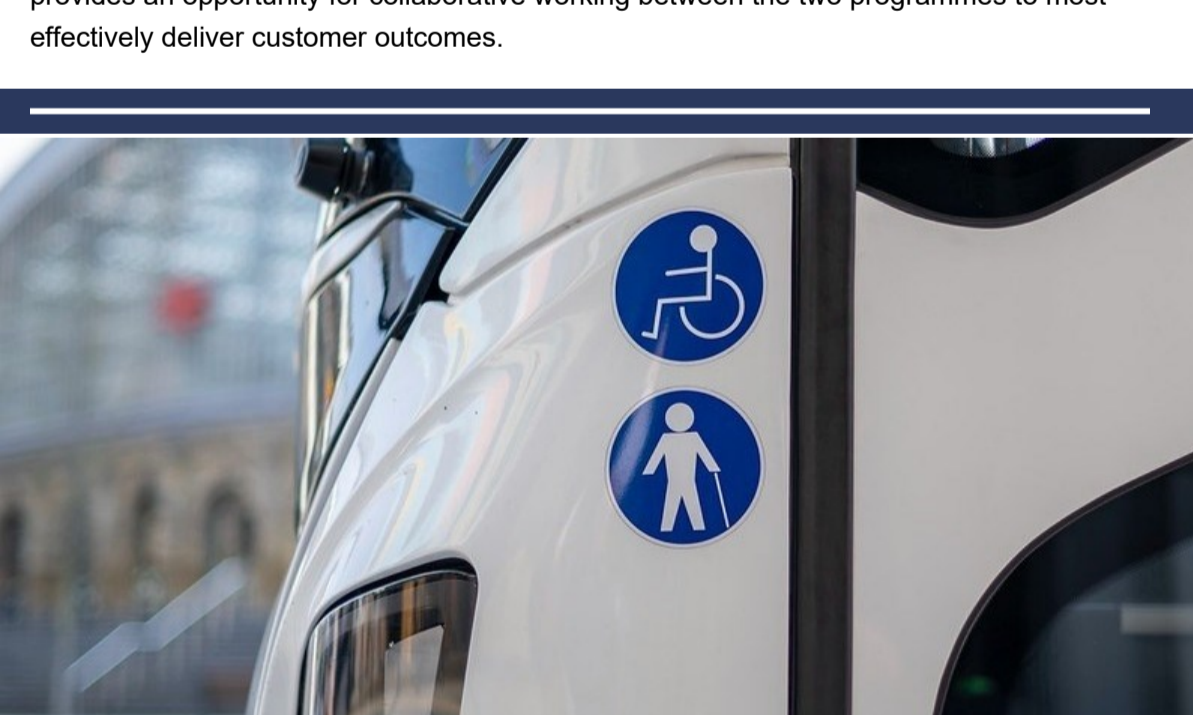
The design for automated and self-service rebooking systems has also been approved, and commercial policies agreed across the industry. Next suppliers will begin to develop, on behalf of operators, the new requirements against the agreed commercial policies and Network Rail will start the process of making changes to the timetable publication process to ensure that there is always enough timetable data in downstream systems to support a consistent six-month horizon.



Sub 48-Hour Notifications

We have recently commenced work to deliver a notifications tool that will provide customers with alerts when their train is delayed or cancelled within 48-hours of its departure. This builds on a previously delivered SISJ project whereby currently, a customer is automatically notified of changes to their journey up to 48-hours before travel by the Timetable Comparator Service (TCS); however, in the 48-hours before travel there is no single solution or guidance on what should be offered where a customer has booked their ticket online. This project fills that gap.

This work is supported by the industry Fares, Ticketing and Retail Programme and provides an opportunity for collaborative working between the two programmes to most effectively deliver customer outcomes.



Live status of rail replacement bus services

Great Western Railway and First Travel Solutions have completed a trial that allows customers to see the real-time status of rail replacement bus services in journey planners and on station screens. This is the fifth successful trial that has taken place to validate the concept and the customer benefit.

The SISJ team have now completed a business case to see the solution deployed across the industry and are engaging with TOCs to obtain universal adoption. The business case includes the Office of Rail and Road's endorsement confirming that the project aligns with the Passenger Information Licence Condition and Customer Information Pledges. This business case is being shared with stakeholders before beginning its journey through governance channels for approval.

and from London Liverpool Street, calling additionally at Stratford.

Visual Disruption Maps

Videos summarising the [Easter engineering works](#) and providing customers with alternative travel options are now available for customers to view on National Rail Enquiries. The videos not only help customers replan their journey more effectively but allows them to receive this information in a visual format with British Sign Language included.

Thank you for reading!
SISJ Programme Team

Get in touch!
We, as a team, are proud of the impact the SISJ programme is having in the industry and want to share our story. We would be happy to share developments with you either face-to-face or virtually. Please do contact us if you would like to hear more. Please do also let us know if you have any feedback on this newsletter – we welcome your thoughts (SISJProgramme@raildeliverygroup.com)